

## FOI\_0518\_21/22 - FOI request concerning - Contact Centre/Call Centre Contracts

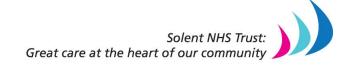
- Contact Centre/Call Centre Contracts (Contracts and Costs associating to all/any systems used to manage Inbound Contact from Patients. (i.e Call/Telephony Management Systems, Email Management Services/software, Help Desk Agents and Hotlines etc.)
  - a) Do you have a call centre?
  - b) If yes, how many call centre/support agents do you have?
  - c) What is your average cost per call (annual)?
  - d) How many calls does your call centre receive (annual)? N/A
- 2. Inbound Network Services Contracts (by "Inbound Network Services", I am referring to Inbound Call, Telephony and Email Management Services, and any other inbound channels used by Patients to make contact.)

  Part of our current IT outsourced contract with CGI.
- 3. Website Traffic Spend/Analysis (even if hosted by an Agency)
  - a) Number of Visits per month (Average).22,750 average sessions per month (April 2020 April 2021)
  - b) Who is the supplier/agency/internal stakeholder responsible for hosting/maintaining and managing the website(s)?
    Berkshire IT
  - c) Does your organisation's website(s) have an on-site search bar?
    Yes
    - What Content Management System is your site-search connected to (if so)?

Built into the website, not managed by external system.

- What is the Search Bar Utilisation? (If known, % of Website visitors) Unknown.
- Who is the Supplier/Owner of the on-site search on your website?

  Berkshire IT.



## Please send me the following information:

1. Incumbent Supplier: For each of the contract(s) can you please provide me with the supplier of the Contract?

Berkshire IT, Frank Design Ltd, Texthelp Ltd, Winona Esolutions Ltd, Unleash It Ltd

## 2. Annual Average Spend: the annual average (over 3 years) spend for each supplier?

Supplier	£
BERKSHIRE HEALTHCARE NHS	
FOUNDATION TRUST	49,655
FRANK DESIGN LTD	6,213
TEXTHELP LTD	3,026
WINONA ESOLUTIONS LTD	1,217
UNLEASH IT LTD	667

<sup>\*</sup>Some of the above will incorporate build costs as well as spend for hosting.

3. Who is the senior officer (outside of procurement) responsible for these contract areas (including website)?

Solent Commercial Team or Comms Team